How-Tos for Shared Mailbox using Outlook Web App (OWA)

How do I open a shared mailbox?

There are two ways to open a shared mailbox using Outlook Web App. You may want to try both methods and see which works best for you.

Method 1: Add the shared mailbox so it displays under your primary mailbox in Outlook Web App

This method is recommended if you want to monitor the email from your primary mailbox and the shared mailbox at the same time. In addition, after you complete this task, the shared mailbox and its folders are displayed in the left navigation pane each time you open Outlook Web App.

1. Sign in to your account in Outlook Web App.
2. Right-click your primary mailbox in the left navigation pane, and then choose **add shared folder**.
3. In the **add shared folder** dialog box, type the *name* or *email address* of the shared mailbox, and then click **add**.

The shared mailbox displays in your Folder list in Outlook Web App. You can expand or collapse the shared mailbox folders as you can with your primary mailbox. You also can remove the shared mailbox from your Folder list. To remove it, right-click the shared mailbox, and then click delete.

Method 2: Open the shared mailbox in a separate browser window

We recommend that you use this method if you want to view and manage the email for the shared mailbox in its own browser window.

1. Sign in to your account in Outlook Web App.
2. On the Outlook Web App nav bar, click on your name. A list appears.
3. Click **Open another mailbox**.
4. Type the *email address* of the other mailbox that you want to open. Another Outlook Web App session opens in a separate window, allowing access to the other mailbox.

Tip: If you mistype the email address of the mailbox, a second window opens alerting you that the webpage can't be found. Try retyping the email address.

How do I send email from the shared mailbox?

To send email from the shared mailbox using Outlook Web App:

1. Click ⊕ new mail above the folder list. A new message form opens in the reading pane.
2. Click **More** ••• and then select **Show from**. This option shows you that the people who receive the email message will see that it comes from the shared mailbox and not from your own email account.
3. To add recipients, type the *name* of anyone who is in your contacts folder or organization's address list, or type the *email address* in the **To** or **cc** box. The first time you enter a person's name, Outlook Web App searches for that person's address. In the future, the name is cached so it resolves quickly.
4. Type a *subject.*
5. Type the *message* you want to send.
6. When your message is ready to go, click **send** ⊞.

How do I use the shared calendar?

One of the great things about using a shared mailbox is that anyone who has access to the shared mailbox also has full access to the calendar. You can create, edit, and delete events in the calendar. Use the shared calendar just as you would use your own calendar. Here's a short list of things you can do with the shared mailbox calendar:

- Let your team know when you're going on vacation or when you'll be out of the office.
- Create a team meeting.
- Edit a calendar event that someone else created.
- Cancel a meeting that someone else created.

To access the calendar

1. Sign in to your mailbox using Outlook Web App. If you're using Office 365, sign in to your account at the Microsoft Online Portal.
2. Right-click **OTHER CALENDARS**, and then click **open calendar**.
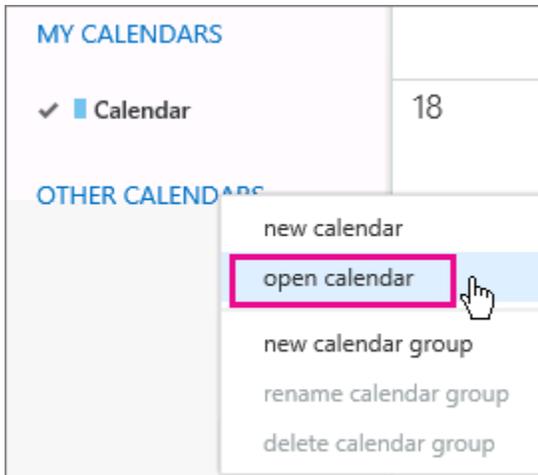
3. In **From Directory**, search for the shared calendar you want to open. Select the shared mailbox you want to open, and then click **Open**.
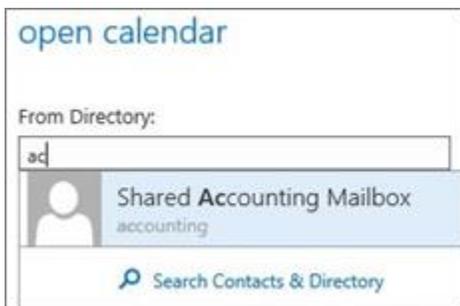
4. The shared calendar displays in your Calendar folder list.
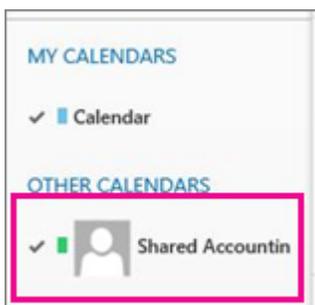
For general information about how to use the calendar in Outlook Web App, see Calendar overview.

What else do I need to know?

- The admin for your organization has to create the shared mailbox and add you to the group of users before you can use it.
- If you feel that you or your team could benefit from a shared mailbox, please have the head of your department contact OTR. You will need to submit what you want the email address for the shared mailbox to be, the display name, and its corresponding members that will need access in first.last@mga.edu format.